

### Switching EHR Software

This case study examines why Dr. Craig Sylte, with Griebenow Eyecare, chose RevolutionEHR over Practice Director, his existing EHR software.

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#### THE PRACTICE

**Doctor/owner name:** Craig Sylte, OD

**Practice name and location(s):** Griebenow Eyecare (2 locations)

**Number of locations:** 2 Locations - New London, WI & Clintonville, WI

**Number of ODs in the practice:** 2 Doctors

**How long have you used RevolutionEHR in your practice?**

We started RevolutionEHR at the end of February 2019.

**What type(s) of computers do you use in your practice (Mac, PC, laptop, desk top, tablet, etc)?**

We use mix of Macs and PCs, desktops and laptops but no tablets.

**What EHR and practice management system did you use prior to RevolutionEHR?**

Prior to RevolutionEHR we were using Practice Director.

#### THE CHALLENGE

**Why did you decide to change your EHR?**

We decided to change EHRs due to some glaring shortcomings of our previous system that RevolutionEHR seemed to address well. RevolutionEHR works well with multiple locations, has a much more robust, smart inventory system, gives you the ability to track various key metrics, is compatible with most (if not all) equipment types, and has a much-improved ability to run various reports, including custom reports. One of the biggest reasons we decided to go with RevolutionEHR was their focus on improving their product and delivering on needed improvements and fixes.

**How many EHRs did you evaluate before choosing RevolutionEHR?**

We looked at two other EHR systems along with RevolutionEHR but did not dig too deep into those other options since we did not see many shortcomings at all with RevolutionEHR.

#### THE RESULT

**What benefits did you realize in switching to RevolutionEHR? How long did it take you to realize these benefits?**

Some of the benefits of RevolutionEHR were immediately realized, especially inventory management and monthly reporting. Migrating from a server-based system to a cloud-based system also allowed us to dump some IT chores.

**What goals do you have for your practice?  
How might RevolutionEHR help you achieve these goals?**

One of our biggest focuses has been to run a smarter, more streamlined practice. RevolutionEHR is allowing us to do this because it has a good inventory management system and easily tracks key metrics. The saying of “things that are measured tend to improve” is holding true for us. Also, since RevolutionEHR has a broad user base and thus integrates with a large number of vendors we have been able to integrate more of our equipment and outsource some tasks like MIPS compliance tracking and some of our insurance billing.

**Are there specific features or benefits from working with RevolutionEHR that you especially enjoy that you hadn't previously considered?**

The integration of more equipment and the compliance tracking has been an added benefit. Although it isn't specific to RevolutionEHR, being cloud based has been extremely nice. Also, the onboarding process and support was WAY better than I had experienced previously.

**In general, what things are working better now than previously?**

There is virtually no aspect of RevolutionEHR that isn't working out better than our previous system.

## What would you tell a doctor that is looking to switch from their current software to RevolutionEHR?

There are several critical points to consider when switching from paper charts to an EHR or from an EHR to RevolutionEHR. One is to consider the support you will have during your transition and after the transition. It's also very important to find out how adaptable the software has been. In the relatively short time we have been with them, RevolutionEHR has made several key updates to the system, quickly fixed a couple issues that popped up, and, refreshingly, has openly admitted what they feel some shortcomings are and what the plan is to address them. Basically, be sure the company you are considering is honest about their system, will support you, is responsive and adaptable, and has a plan to continually improve. RevolutionEHR meets or exceeds all of these requirements.